

ISO 9000



The International Standards Organization (ISO) 9000 quality system model (QSM) is a collection of internationally-recognized standards and guidelines for implementing an effective quality management system. Through adoption by various government and industry groups, the ISO 9000 QSM has become a recognized benchmark for deploying or improving any quality operation. One characteristic that has made this QSM so popular is the generic nature of its documentation, allowing for easy application whatever the product or service might be.

It is worth noting that while the ISO 9000 provides a basic, universally-recognized QSM, some industry sectors have felt the need for supplementation. For example:

- The automotive “Big Three” developed QS-9000, which is based upon ISO 9000 and includes industry specific requirements.
- The aerospace industry developed AS9000 and then AS9100, which use ISO 9000 with additional sector specific requirements.
- The U.S. Army Materiel Command’s Contractor Performance Certification Program, (CP)2, uses ISO 9000 supplemented by customer-specific requirements.

The original ISO 9000 QSM was introduced in 1987 and focused on it’s three (3) core standards; 9001 (for design, development, production, installation and servicing), 9002 (for production, installation and servicing) and 9003 (for final inspection and test). In 1994 the QSM underwent some minor revisions and then, after many years of thoughtful deliberation, was significantly revised in 2000.

In transitioning from 9000:1994 to 9000:2000, the ISO moved to a single core standard that would be tailorable depending upon application. Furthermore, the governing body shifted emphasis from a documentation-based system to a greater focus on process effectiveness. Other changes included increased emphasis on the customer, setting measurable objectives and defining opportunities for continuous improvement.

In addition to the standards and guidelines themselves, the ISO 9000 QSM has gained popularity due to the establishment of a commercial registration infrastructure which provides objective, independent assurance that compliance is achieved and maintained. While internal (1st-party) or customer (2nd-

party) certification is possible, only 3rd-party registration by an accredited organization will assure universal recognition.

Transformation to the ISO 9000 QSM has been found to be a major undertaking and requires management commitment of resources. However, it has demonstrated to be a value-added initiative that creates a quality-based discipline necessary to assure product uniformity and customer satisfaction. While the ISO 9000 QSM has traditionally been used by the commercial sector, public sector organizations are beginning to seek and acquire registration. For example NASA Headquarters and its 10 major centers have all obtained ISO 9000 registration.

TACOM has also been actively involved with ISO 9000:

- TACOM-ARDEC has registered its Benet Laboratories and Quality Experimentation and Evaluation (QE2) group and is in the process of registering its Armament Technology Facility (ATF).
- Red River Army Depot has registered both its Operations & Maintenance and Missile Recertification Directorates and is currently in the process of bringing all depot operations under a single, omnibus registration.
- Anniston Army Depot has registered both its Turbine Engine and Reciprocating Engine Repair operations and will shortly begin the process of bringing all depot maintenance and repair activities under a single, omnibus registration.

In an effort to better understand how the ISO 9000 QSM has added value to the Command’s internal business processes, the TACOM Quality Federation (TQF) will re-evaluate registered operations. It is believed that productivity and customer satisfaction indicators should provide the TQF with the necessary objective evidence. Such information will be invaluable as the TQF begins to consider how best to further deploy the ISO 9000 QSM throughout the Command.

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